

# PROGRAM WORK STATEMENT

FY 2017 Social Service Contract funded by Travis County

Date prepared: 05/27/2016

## Instructions:

- Answer the following questions as they pertain to *only those programs and services in which Travis County invests*.
- Ensure that all language (e.g. agency and program names, performance measures, etc.) is consistent across all contract forms.
- Do not delete any instructions or question descriptions.
- The information contained in this document will be used to report on your program to the Travis County Commissioners Court and the public, so the information herein should accurately explain and reflect the program and services.

## 1. Program Information

*Provide agency name and program name as they appear on all contract documents.*

Agency name: Austin/Travis County Health and Human Services Department

Program name: Epidemiology and Health Statistics

## 2. Program Goals

*Briefly describe the goals of the services purchased by Travis County in this contract.*

Epidemiology and Health Statistics Unit (EHSU) protects the public health of citizens and visitors of Travis County through a number of activities including epidemiologic surveillance and investigation, data collection and analysis, toxicological evaluation and risk assessment, and emergency preparedness and response planning. EHSU supports Travis County by:

- Analyzing health data to examine the burden of disease within the county for a variety of diseases, conditions and risk factors.
- Providing epidemiologic support for disease and outbreak investigations, which includes study design, survey design, data collection, analyses and interpretation, and report dissemination.
- Identifying, monitoring, and preventing the spread of disease in our community through the implementation of preventative measures and interventions.
- Conducting epidemiologic response and preparedness planning activities related to diseases and conditions, and public health disasters (both natural and man-made) such as hurricane response, response to weapons of mass destruction, extreme weather events, and disease pandemics.
- Developing, revising, maintaining, exercising public health emergency response plans.
- Conducting and providing toxicological evaluations, consultations, and recommendations for environmental permitting, monitoring and enforcement activities to ensure the protection of human health.

### 3. Target Population

*Briefly describe the target population of this program.*

Persons served by EHSU are all residents or visitors of Travis County and the City of Austin. For some emergency response plans, pre-established agreements exist for response activities (mass sheltering for citizens of Galveston County, TX). All employed and volunteer first responders are eligible for transport exposures services.

### 4. Client Eligibility

*List all eligibility requirements for clients to receive services in the program, and fully describe the criteria for each requirement (see Sample Table below for examples). If eligibility requirements vary by program component, please specify in the descriptions. If your contracted program includes multiple service components with varying eligibility criteria, you may copy/paste the table below, complete one table per component, and title each table accordingly.*

*Sample Table:*

Eligibility Requirement	Description of Criteria	Verification Method
Income level	At least one-half of clients must be at or below 100% FPIG. Remainder can be up to 200% FPIG.	Income level is self-declared based on HUD 24 <sup>th</sup> Code of Federal Regulations, part 5.
Residency	Clients must be residents of the five county area: Travis, Williamson, Hayes, Bastrop, Caldwell.	Residency verified by utility bill, lease or rental agreement, or government-issued photo identification.

**Program Component (if applicable):**

Eligibility Requirement	Description of Criteria	Verification Method
Residency	Clients must be residents of Travis County or the City of Austin	Verbal
Visitors	Clients may be visitors of Travis County or the City of Austin	Verbal
First Responders	First responders (paid or volunteers) within Travis County or the City of Austin	City badge; employee identification

*(If program has additional eligibility requirements, insert additional rows in table. Please delete empty rows.)*

### 5. Service Delivery

*Describe the services and how they are provided through the program. This should be a clear and concise summary of how clients move from initial contact through exit and follow-up. Include all relevant components of the core services, such as:*

- Outreach
- Intake
- Eligibility determination process
- Service provision
- Duration of services
- Termination or discharge
- Coordination with and referral to/from other agencies
- If applicable, brief description of research or promising practice on which program is based

- *Any other relevant components of service delivery for this program*

The Epidemiology and Health Statistics Unit supports four program areas – Office of Vital Records, Disease Surveillance, Epidemiology, and Public Health Emergency Preparedness.

The Disease Surveillance Program, which provides 24/7 on call during and after business hours, weekends and holidays, is responsible for receiving, reviewing, monitoring, investigating (as determined) and implementing control measures on 72 of the 77 conditions listed on the Texas Department of State Health Services (DSHS) Reportable Conditions list.

The Epidemiology Program conducts comprehensive epidemiologic surveillance and investigates clusters of acute and chronic illness within Travis County. Currently, the Epidemiology Program participates in analyses, collection, and management of data related to infectious diseases and conditions, related health risk behaviors, syndromic surveillance, as well as clusters and/or outbreaks of gastrointestinal illness, foodborne illness, respiratory illness, and influenza, and responses to bioterrorism.

EHSU epidemiologists collect, analyze, and manage health data to identify burden of acute and chronic diseases within the community and risk factors for developing disease. Analyses are used in program evaluation to determine gaps in service delivery, community health needs, and the effectiveness of intervention and prevention strategies, and these analyses are reported to EHSU's partners. EHSU serves as the lead within HHSD for data analyses, management, and evaluation.

EHSU conducts toxicological reviews/evaluations of air quality, hazardous waste, and water quality permits for Travis County to determine whether releases or emissions will result in any adverse human health impacts. Review and evaluations are also conducted for monitoring data collected to determine the potential for adverse human effects from releases to air, water, and soil.

EHSU conducts public health emergency response planning and assesses hazards and vulnerabilities for all citizens, residents and visitors of Travis County with numerous external and internal partners. Plans are revised annually, tested through exercises or real events, and lessons learned are incorporated during plan revisions.

## **6. Service Accessibility**

*Describe any relevant strategies employed by the program to ensure service access related to the following issues:*

- *Cultural competence*
- *Language and communication access*
- *Geographical access*
- *Anti-discrimination strategies*
- *Other accessibility issues relevant to the program*

For epidemiologic surveillance and response, all activities are coordinated through a variety of organizations including the health care system, school districts, responding agencies, and neighboring or affected counties. This is necessary to limit the spread of disease.

For emergency response planning, response plans and activities must be coordinated with a variety of local, regional, state and federal response agencies. All response activities rely on strong collaborations, mutual aid, and common operating picture. EHSU staff also works collaboratively with local, regional, state and federal partners, first responders and emergency management on biosurveillance planning and response initiatives.

The Unit has established a series of collaborative relationships for emergency response planning as well as epidemiologic surveillance and response, with the following organizations:

- Capital Area Public Health and Medical Coalition;
- All Independent School Districts;
- Capital Area Council of Governments Homeland Security Taskforce and Public Health and Medical Subcommittees;
- Central Texas School Safety Consortium;
- University of Texas at Austin Institutional Biosafety Committee;
- Capital Area Shelter HUB Core Team
- Health Advisory Board for Child, Inc.
- Safe Sleep Workgroup
- Central Texas Association of Professionals in Infection Control and Epidemiology (APIC) Chapter 116 (infection preventionists from area hospitals, health departments, clinics, and nursing homes)
- All independent school districts' health services
- University of Texas at Austin Schools of Nursing, Pharmacy and Social Work
- Community Hepatitis support groups
- Law Enforcement Agencies (APD, TCSO, FBI)
- DSHS Central Office and Health Services Region

Collaborative partners include but are not limited to: *Texas DSHS: Central Office and Health Services Region 7; ISD- Health Services: Austin, Pflugerville, Manor, Del Valle, Lake Travis, Lago Vista, Eanes; IPs (Infection Preventionists) & Emergency Rooms: Dell Children's Medical Center, Seton Healthcare Family, St. David's Healthcare; St. David's Foundation, Community Action Network, Integrated Care Collaboration, Austin Travis County Integral Care, Medical Clinic IPs: Austin Regional Clinic, Austin Diagnostic Clinic, Central Health, CommUnity Care, Seton, Seton Specialty Care for Children, Seton Clinics; University and Colleges (health services and individual academic departments): University of Texas at Austin, Austin Community College, St. Edwards University, Concordia University, Huston-Tillotson University; Travis County Medical Society; Child Inc; Safe Kids; Travis County Medical Examiner's Office; Travis County Office of Emergency Management, Travis County Sheriff's Office, City of Austin departments: Animal Services, Law Department, Homeland Security Emergency Management, Parks and Recreation Department, Austin Police Department, Austin Travis County Emergency Medical Services and Austin Fire Department; all programs, units, and divisions within HHSD.*

## 7. Program Staffing

List the staff positions (titles only, no individual names) that are essential to this program, and provide a brief description of duties as they relate to this program. If there are multiple staff positions with the same title and duties, you can note the number of positions with the position title, e.g. "Case Manager (5)."

Position Title	Description of Duties
Chief Epidemiologist	Management and oversight of the Epidemiology and Health Statistics Unit
Epidemiology Unit Manager	Management and oversight of the Epidemiology Program
Epidemiologist Senior	Serves as the lead epidemiologist for Public Health Emergency Preparedness activities Assists in the development of contract grant deliverables.
Epidemiologist (5)	Provides general epidemiological capacity for acute and chronic diseases and conditions
GIS Analyst	Creates, maintains, displays and updates a comprehensive geospatial information systems using epidemiological and other data sources.
Research Analyst	Supports public health emergency preparedness activities and disease outbreak investigation. Assists in the development of contract grant deliverables.
RN Supervisor	Management and supervision of the Disease Surveillance Program
RN Senior (2.5)	Conducts disease surveillance and outbreak investigations, policy and procedure development and clinical services. Assists in the development of contract grant deliverables.
HHS Planner II	Conducts emergency response planning specifically for Strategic National Stockpile response. Assists in the development of contract grant deliverables.
HHS Program Coordinator	Conduct emergency preparedness training and exercises. Assists in the development of contract grant deliverables.
Environmental Scientist Senior	Leads field operations activities for Whole Air Monitoring contract.
Environmental Scientist (2 FT, 1 temp)	Conducts daily field operations activities associated with the Whole Air Monitoring contract.
Disease Surveillance Specialist Sr.	Leads HIV surveillance activities.
Disease Surveillance Specialist	Conduct disease surveillance activities in the area of general notifiable conditions, HIV/AIDS and STDs.
Administrative Senior	Provides administrative support to the Epidemiology and Health Statistics Unit

(If program has additional staff positions, insert additional rows in table. Please delete empty rows.)

## 8. Program Evaluation

### a) Information Management and Data Collection

- Describe the **tools and processes** used to collect program data, and the **systems** used to manage program data (i.e. client data, service information, or other data relevant to the program's overall service delivery and performance).

- *If any surveys are used to collect information used in performance reporting, please provide a description of survey procedures (such as when, how, and by/to whom the survey is distributed, received, completed, and returned) and a copy of the most recent survey as an addendum.*

EHSU conducts a variety of activities to evaluate performance. All epidemiology, disease surveillance and emergency response activities fall under the All-Hazards Response Plan, which requires annual review and revision. Many revisions are in response to actual incidents or exercises and are the result of after action reviews and corrective action plans that are prescribed by National Incident Management System.

EHSU staff participates in a yearly Hazard and Vulnerability Assessment and Capabilities Assessment along with City of Austin Homeland Security and Emergency Management and Travis County Office of Emergency Management, public safety agencies, and agencies representing critical infrastructure to prioritize emergency response planning activities. DSHS also requires a specific public health capabilities assessment and hazard and vulnerabilities assessment for Travis County, and yearly Technical Assessment Review of Strategic National Stockpile (SNS) activities/deliverables.

EHSU participates in monthly internal Continuous Quality Improvement meetings to ensure evaluation of program performance, policies and procedures and the need for training and professional development.

Clients who have recently communicated with EHSU via telephone are provided a survey to assess customer service. The program also annually surveys external reporting clients. Reports are reviewed at the Disease Surveillance Program quality assurance meeting.

#### Performance Evaluation

*Describe how the agency uses the data it collects to evaluate both programmatic effectiveness (as described in questions 2 and 5 of this work statement) and progress towards performance goals (as described in 9 and 10 of this work statement).*

#### b) Quality Improvement

*Describe how the agency uses its evaluation results to: identify problems or areas for improvement in service delivery; design strategies to address these problems; implement those strategies; and follow up to ensure corrective actions have been effective.*

Regular QA is conducted on the following procedures:

- Training, Exercises, After Action Reports, Corrective Action Plans
- SNS Technical Assessment Review
- Capabilities Assessment
- Hazard and Vulnerabilities Assessment
- Customer Service Survey
- Case Investigation Audit

## 9. Output Performance Measures

Enter the output performance measures to be reported for the program in quarterly performance reports. You must report the number of unduplicated clients served and at least one other output. Total annual goals should be 12-month goals. Outputs should be reported quarterly unless a specific programmatic or data-driven limitation exists. Please use the comments section to specify and provide explanation for any reporting exceptions.

Output Measure	Total Annual Goal	Quarters Reported
1. Number of potential human rabies exposure consultations provided	2500	1,2,3,4
2. Number of cases investigated by Epidemiology and Health Statistics.	1500	1,2,3,4
3. Number of emergency bioterrorism drills conducted	8	4
4. Number of Air, Hazardous Waste and Water Quality Permits reviewed	30	4

(If approved for additional Output measures, insert additional rows in table. Please delete empty rows.)

**Comments** (for reporting exceptions, if applicable):

## 10. Outcome Performance Measures

Enter the outcome performance measures (numerators, denominators, and outcome rates) to be reported for the program in quarterly performance reports. Total annual goals should be 12-month goals. Outcomes should be reported quarterly unless a specific programmatic or data-driven limitation exists. Please use the comments section to specify and provide explanation for any reporting exceptions.

Outcome Measure			Total Annual Goal	Quarters Reported
1	a. Number of emergency plans reviewed and updated	(numerator)	8	4
	b. Total number of emergency plans	(denominator)	8	
	c. Percentage of emergency plans reviewed and updated	(rate)	100%	
2	a. Number of salmonellosis cases for which a three-day food history is collected.	(numerator)	NA	4
	b. Total number of Salmonella cases investigated.	(denominator)	NA	
	c. Percentage of salmonellosis cases for which a three-day food history is collected.	(rate)	75%	
3	a. Number of infectious diseases reported that resulted in intervention strategies implemented.	(numerator)	NA	1,2,3,4
	b. Total number of all infectious diseases reported.	(denominator)	NA	
	c. Percentage of all infectious diseases reported that result in intervention strategies implemented	(rate)	80%	
4	Incidence rate of measles, pertussis, mumps and rubella in community served		28%	4
5	a. Number of epidemiologists per 100,000 population		10	4

(If approved for additional outcome measures, insert additional rows in table. Please delete empty rows.)

**Comments** (for reporting exceptions, if applicable):

## 11. Community Planning

### a) Community Planning Group Participation

*If the agency participates in any community planning groups relevant to the issue area and services under this contract, please list them here, along with the name and title of agency representatives who participate and a brief description of their role and participation in that planning group.*

Community Planning Group	Agency Participant Name/Title	Participation Role/Description
Local Emergency Planning Council	Janet Pichette. Chief Epidemiologist	Council Member
Capital Area Health and Medical Coalition	PHEP staff and Health Authority	Active members; Chair of Regional Response Committee
Central Texas School Safety Consortium	PHEP staff	Active members
Homeland Security Task Force	Phil Huang, MD, Health Authority	Voting Member
Central Texas Counterterrorism Workgroup	Janet Pichette, Chief Epidemiologist	Active member
Austin Association of Practitioners in Infection Control and Epidemiology	Nursing and Epi staff	Active members

*(If agency is involved in additional planning groups, insert additional rows in table. Please delete empty rows.)*

### b) Community Plan

*If the agency aligns itself with a Community Plan, provide the name of the plan and its authoring body, and a brief description of how you align your agency with and respond to the plan's shared community goals. If there is not an established community plan in this issue area, describe what the agency uses to orient itself to community needs and goals.*

Unknown

### c) Response to Community Change

*Have there been, or do you anticipate, any changes to the community plan or community goals, that will impact how you provide services over the remainder of your contract period?*

Unknown